



**November 20, 2018**

**Item No. 7**

**RECOMMENDATION TO AUTHORIZE THE FOURTH OPTION YEAR TERM OF  
FAMILYWORKS PROGRAM CONTRACTS**

Presenter: Mary Howard, Chief Resident Services Officer

**Recommendation**

The Chief Executive Officer recommends that the Board of Commissioners ("Board") of the Chicago Housing Authority ("CHA") authorize the execution of the fourth one-year option term for: 1) Contract No. 11524 with Centers for New Horizons, Inc. ("CNH") in an amount not-to-exceed \$1,656,195; 2) Contract No. 11525 with Employment & Employer Services, Inc. ("EES") in an amount not-to-exceed \$4,667,710; 3) Contract No. 11526 with Heartland Human Care Services, Inc. ("HHCS") in an amount not-to-exceed \$2,238,794; 4) Contract No. 11527 with Holsten Human Capital Development ("HHCD") in an amount not-to-exceed \$446,399; 5) Contract No. 11528 with Metropolitan Family Services ("MFS") in an amount not-to-exceed \$3,130,351; 6) Contract No. 11529 with Near West Side Community Development Corporation ("NWS") in an amount not-to-exceed \$923,212; and 7) Contract No. 11530 with UCAN in an amount not-to-exceed \$1,437,339, each for the respective contract periods of January 1, 2019, through December 31, 2019. The Board further authorizes CHA to reallocate individual contract amounts provided the CHA does not surpass the aggregate not to exceed amount of \$14,500,000.

**Contract Summary**

<b>Description</b>	<b>Term</b>	<b>Amount</b>	<b>Reason for Amendment</b>
Base Term	12/1/14 - 12/31/15	\$19,500,000	N/A
Amendment 1	6/15/15 - 12/31/15	\$300,000	Summer Youth Employment
Amendment 2	1/1/16 - 12/31/16	\$18,000,000	Execution of first option year term
Amendment 3	6/1/16 - 12/31/16	\$303,109	Digital Resource Center Management
Amendment 4	1/1/17 - 12/31/17	\$18,500,000	Execution of second option year term
Amendment 5	1/1/18 - 12/31/18	\$16,500,000	Execution of third option year term
Amendment 6	1/1/19 – 12/31/19	\$14,500,000	Execution of fourth option year term

The requested action complies in all material respects with all applicable federal, state and local laws and Chicago Housing Authority board policies. Staff have completed all necessary due diligence to support the submission of this initiative.

### **Funding**

Resident Services Division Budget

### **Background**

CHA has administered the FamilyWorks program since 2009, to ensure that residents have access to comprehensive social service support not otherwise available through the City of Chicago. Resident Services oversees performance-based contracts with FamilyWorks providers; each contract includes key metrics established based on the demographics of families within their assigned service areas. Contract oversight includes regular performance reporting, performance reviews with agency leadership, quality assurance reviews of participant files and an annual participant satisfaction survey of more than 3,000 CHA residents. The seven (7) contractors were procured through a competitive procurement in December 2014; each are assigned to a regional service area or specific housing development.

Historically, Resident Services, through its FamilyWorks program has provided case management, workforce development, housing support, health and wellness, education and other supportive services to CHA residents. FamilyWorks is the cornerstone program by which all CHA sponsored events and programs run through. During the next contract term, the FamilyWorks service providers will continue providing targeted services to address individual resident needs, however a family-centered coaching model will be more strongly incorporated. Family-centered coaching focuses on the whole family. A key aspect of the family-centered coaching model empowers the participant to take the lead to accomplish goals, while staff provide the necessary support. Family-centered coaching recognizes that methods, such as case management or motivational interviewing are needed for coaching to be effective for a family, however the goal is to allow the participant to drive the work, while receiving coaching and support.

FamilyWorks utilizes a targeted services model focused on outreach to families who have the greatest need for services. Utilizing data-driven metrics and analysis, CHA continues to refine the service model for FamilyWorks. Accordingly, during the next contract term FamilyWorks will have a tiered model for outreach and services, including outreach to families living in scattered site housing and those who await their Right of Return as part of the Relocation Rights Contract. In 2019, CHA plans to continue to enforce the approved MTW activity requiring all residents who are in Safe Harbor or not compliant with the work requirement to participate in FamilyWorks services.

In addition, five (5) of the seven (7) FamilyWorks agencies will oversee and operate CHA's Digital Resource Centers. FamilyWorks providers will also implement CHA's Summer Youth Employment

Program for more than 1,500 CHA youth, which is part of the Mayor’s One Summer Chicago Initiative. Overall more than 9,000 households will have access to services through FamilyWorks.

With this intention and targeted focus of meeting individual needs, while using a family-centered approach, FamilyWorks services focus on addressing Resident Services’ four primary goals: (1) Foster Economic Independence; (2) Increase Earning Power, (3) Support Academic Achievement, (4) Enhance Stability and Quality of Life, and (4) Foster Economic Independence.

The chart below highlights the target population by tier with the main service components per target population.

	<b>Target Population</b>	<b>Service Components</b>	<b>Est. # of Families</b>
Tier 1	Right of Return, Work Requirement (age 18-54), Demonstration Programs	Outreach; wrap around support; preparing for final housing choice; employment services, financial education and support; required services as part of demonstration programs.	3,934
Tier 2	Youth, Seniors, HCV families	Outreach; direct programming and referrals for specialized services; education, summer and out of school time programs; social activities; coaching and employment services; counseling intervention.	3,704
Tier 3	Working or exempt families without children or seniors	Outreach; support services; services as requested.	1,960

### **Vendor Information**

CNH is a nonprofit organization that assists children, youth, and families to become self-reliant. CNH provides programs in seven locations throughout the Bronzeville and Riverdale communities of Chicago’s Southside. The CNH administrative office is located at 4150 South King Drive, Chicago, IL 60653. Christa Hamilton is the Executive Director for CNH.

EES provides services for employers and job seekers, and provides workforce development services for the Chicago Cook Workforce Partnership. Services include basic skills assessments, work readiness training and career coaching. The administrative office for EES is located at 223 West Jackson Boulevard, Suite 1005, Chicago, IL 60606. Larry Fitzpatrick is the President and CEO for EES.

HHCS works in communities in the U.S. and abroad to serve those who are homeless, living in poverty, or seeking safety. HHCS provides a comprehensive array of services in the areas of health, housing, jobs and justice, and leads state and national policy efforts. The HHCS administrative office is located at 208 South LaSalle Street, Suite 1300, Chicago, IL 60604. David Sinski is the Executive Director for HHCS.

HHCD's mission is to strengthen at risk populations by expanding their access to viable resources that promote self-sufficiency, wellness and stability through comprehensive services provision, developing low income and affordable housing and fostering economic development. HHCD offers individual assessments and coaching, supportive services and empowerment activities. HHCD's administrative office is located at 1034 West Montrose Avenue, Chicago, IL 60613; Jackie Holsten is the Executive Director for HHCD.

MFS provides a wide variety of programs and services designed to strengthen families and help them realize their full potential. MFS empowers families to learn, to earn, to heal and to thrive through services provided in four key areas: economic stability, education, emotional wellness and empowerment. The MFS administrative office is located at 1 North Dearborn Street, Suite 1000, Chicago, IL 60602; Ricardo Estrada is the President and CEO.

NWS' mission is to create a viable, mixed-income community without the displacement of low and moderate income residents. NWS provides job preparation, life skills training, financial literacy, social services and more. NWS' main office is located at 216 South Hoyne Avenue, Chicago, IL 60612. The NWS Executive Director is Earnest Gates.

UCAN's mission is to build strong youth and families through compassionate healing, education and empowerment. UCAN provides workforce development services, youth leadership development, clinical and counseling services and more. UCAN's headquarters is located at 3605 West Fillmore Street, Chicago, IL 60624. Zach Schrantz is the President and CEO for UCAN.

Respectfully Submitted:

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Mary Howard,  
Chief Resident Services Officer

## **RESOLUTION NO. 2018-CHA-**

**WHEREAS,** the Board of Commissioners of the Chicago Housing Authority has reviewed the Board Letter dated November 20, 2018, entitled “RECOMMENDATION TO AUTHORIZE THE FOURTH OPTION YEAR TERM OF FAMILYWORKS PROGRAM CONTRACTS”.

**THEREFORE, BE IT RESOLVED BY THE BOARD OF COMMISSIONERS OF THE CHICAGO HOUSING AUTHORITY:**

**THAT,** the Board of Commissioners (“Board”) authorizes the Chief Executive Officer or his designee to approve execution of the fourth one-year option term for: 1) Contract No. 11524 with Centers for New Horizons, Inc. in an amount not-to-exceed \$1,656,195; 2) Contract No. 11525 with Employment & Employer Services, Inc. in an amount not-to-exceed \$4,667,710; 3) Contract No. 11526 with Heartland Human Care Services, Inc. in an amount not-to-exceed \$2,238,794; 4) Contract No. 11527 with Holsten Human Capital Development in an amount not-to-exceed \$446,399; 5) Contract No. 11528 with Metropolitan Family Services in an amount not-to-exceed \$3,130,351; 6) Contract No. 11529 with Near West Side Community Development Corporation in an amount not-to-exceed \$923,212; and 7) Contract No. 11530 with UCAN in an amount not-to-exceed \$1,437,339, each for the respective contract periods of January 1, 2019 through December 31, 2019. The Board further authorizes reallocation of individual contract amounts within the aggregate not to exceed amount of \$14,500,000.

This award is subject to the Contractor’s compliance with the CHA’s MBE/WBE/DBE/Section 3 hiring and insurance requirements.

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Eugene E. Jones  
Chief Executive Officer  
Chicago Housing Authority